NT COMMISSION ON ACCREDITATION
HEALTHCARE ORGANIZATIONS AND
MEDICAL INSPECTOR GENERAL
COMMAND PERFORMANCE BRIEF

U.S. Naval Hospital
Naples, Italy

22 April-27 April 2004

Command History

1953 - "Station Hospital" Naples established in Afragola.

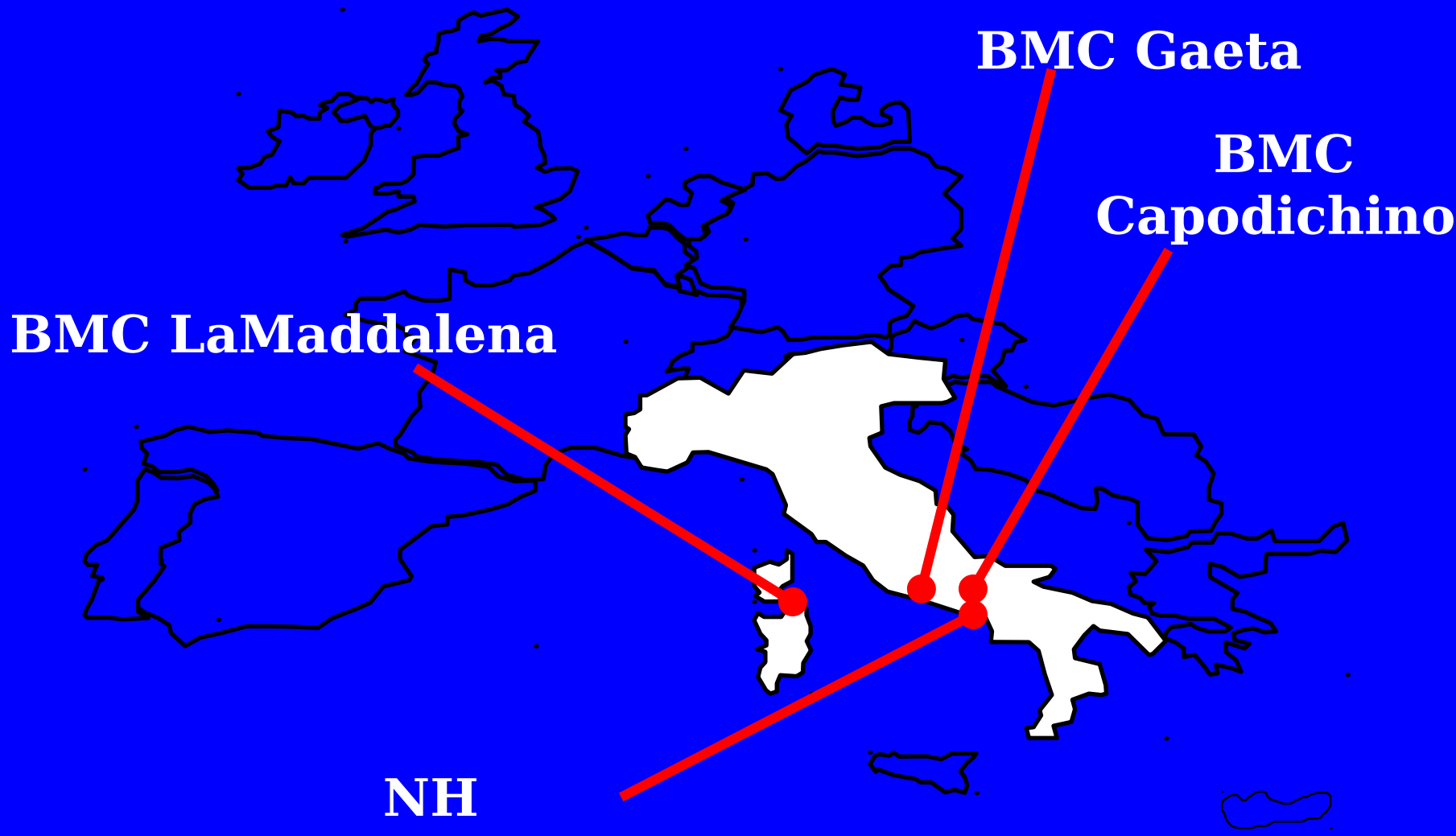
1968 - Hospital opened in Agnano, expanding services to family members of active duty and to NATO forces.

1998 - Capodichino Flight Line Aide Station closed and new BMC Capodichino opened.

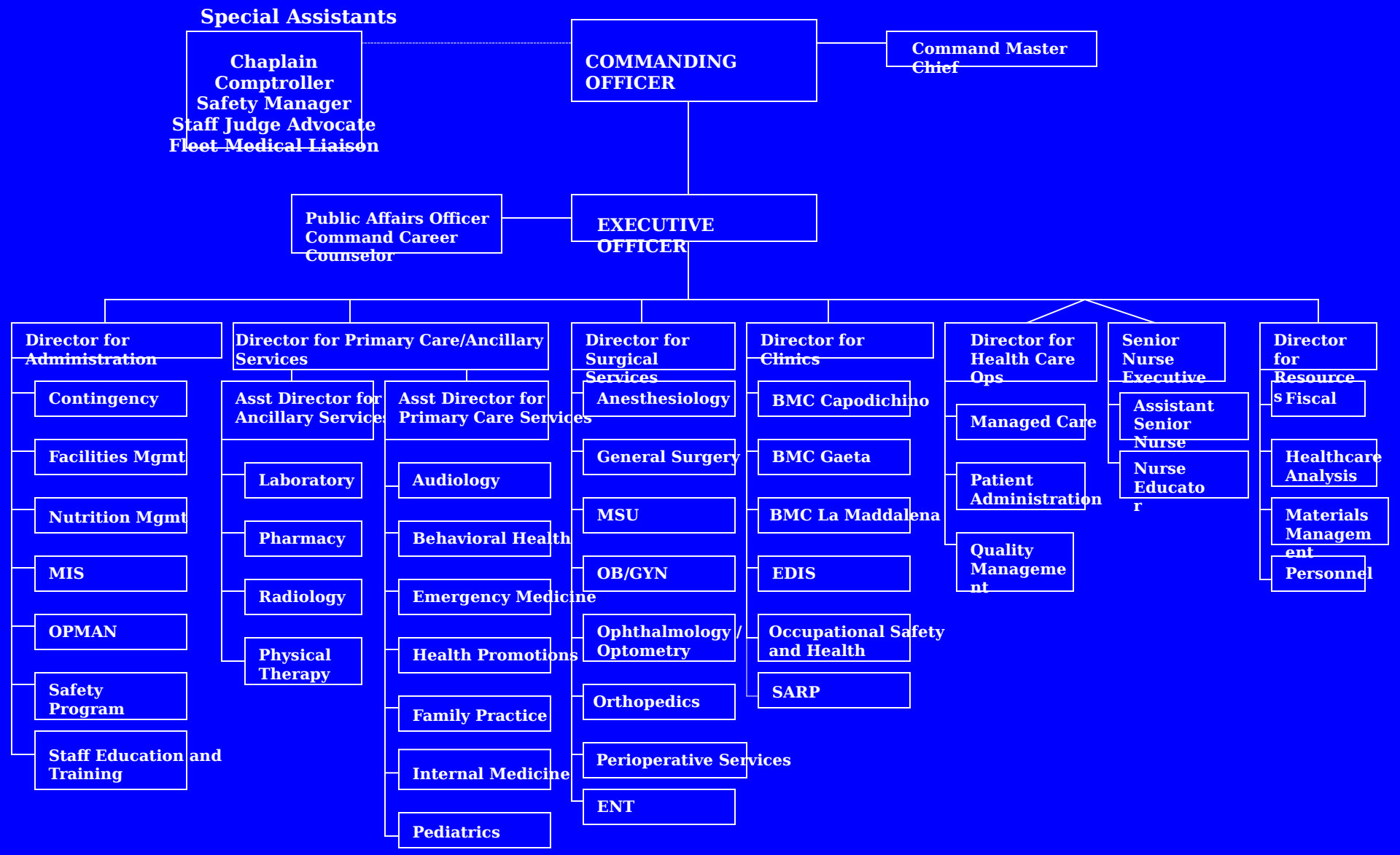
1998 - Substance Abuse Rehabilitation Program (SARP) and Educational Developmental Intervention Services (EDIS) placed under the cognizance of USNH Naples.

2003 - New Hospital opened at Support Site on 21 July 2003.

USNH Naples & Branch Medical Clinics



Readiness Now, Health Always



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Executive Steering Council

CO	Kathleen O'Farrell, CAPT, MC, USN
XO	Joan Queen, CAPT, MSC, USN
CMC	James Clements, CMDCM(SW), USN
DFC	Wade White, CAPT, MC, USN
DPC/AS	Edward Kane, CAPT, MC, USN
DHO	Rosalind Sloan, CAPT, NC, USN
DFA	Gary Wertz, CDR, MSC, USN
DFR	David Janco, LCDR, MSC, USN
DSS	Kenneth Brinsko, CDR, MC, USN
ECOMS	Patrick Sinopole, LCDR, MC, USN
ECONS	Mary Vann, CDR, NC, USN
QUALITY	Kathryn Summers, CDR, NC, USN
JAG	Kristen Kubas, LCDR, JAG, USN
CHC	James Denley, LCDR, CHC, USN

Readiness Now,

The Roadmap

Our Mission:

To maximize the medical readiness and health of all those entrusted to our care.

Our Vision:

Readiness Now, Health Always

Medical Services

- Family Medicine
- Pediatrics
- OB/GYN
- Anesthesia
- Physical Therapy
- Audiology
- Occupational Health
- Aviation Medicine
- Urology (NH Rota)
- Internal Medicine
- Emergency Medicine
- General Surgery
- Orthopedics
- Ophthalmology
- Optometry
- Behavioral Health
- Dermatology (NH Rota)
- ENT

Clinical Support Services

- Nutrition Management
- Preventive Medicine
- Diagnostic Imaging
- Pharmacy
- Health Promotions
- SARP
- EDIS
- Laboratory

BENEFICIARY DEMOGRAPHICS

	USNH	BMC CAPO	BMC GAETA	BMC LAMADD	
AD	1194	1948	938	715	
FM	3107	278	741	826	
RETIREE	317	39	2	4	
DOD	430	152	2	3	
RESERVE	8	59	0	0	
SUBTOTAL DOD	5056	2476	1683	1548	10763
NATO	2600				2600
TOTAL	7656	2476	1683	1548	13363

TRICARE Prime Enrollee Demographics

Age	Sponsors	Family Members	Totals	Percent
00-17	0	3012	3012	29%
18-44	4873	2165	7038	67%
45-64	273	158	431	4%
65+	0	1	1	0%
Totals	5146	5336	10482	100%

Staffing

Officer Staffing	On Board	Authorized
CO/XO	2	2
Medical Corps	38	39
Nurse Corps	53	51
Medical Service Corps (HCS)	15	15
Medical Service Corps (HCA)	12	16
Judge Advocate General	1	1
Chaplain	1	1
Civil Engineer Corps	1	1
TOTALS	**123**	**126**

Officers	123
Enlisted	270
Civilians (GS)	36
Local National	95
Contractor	13
Total staff	537

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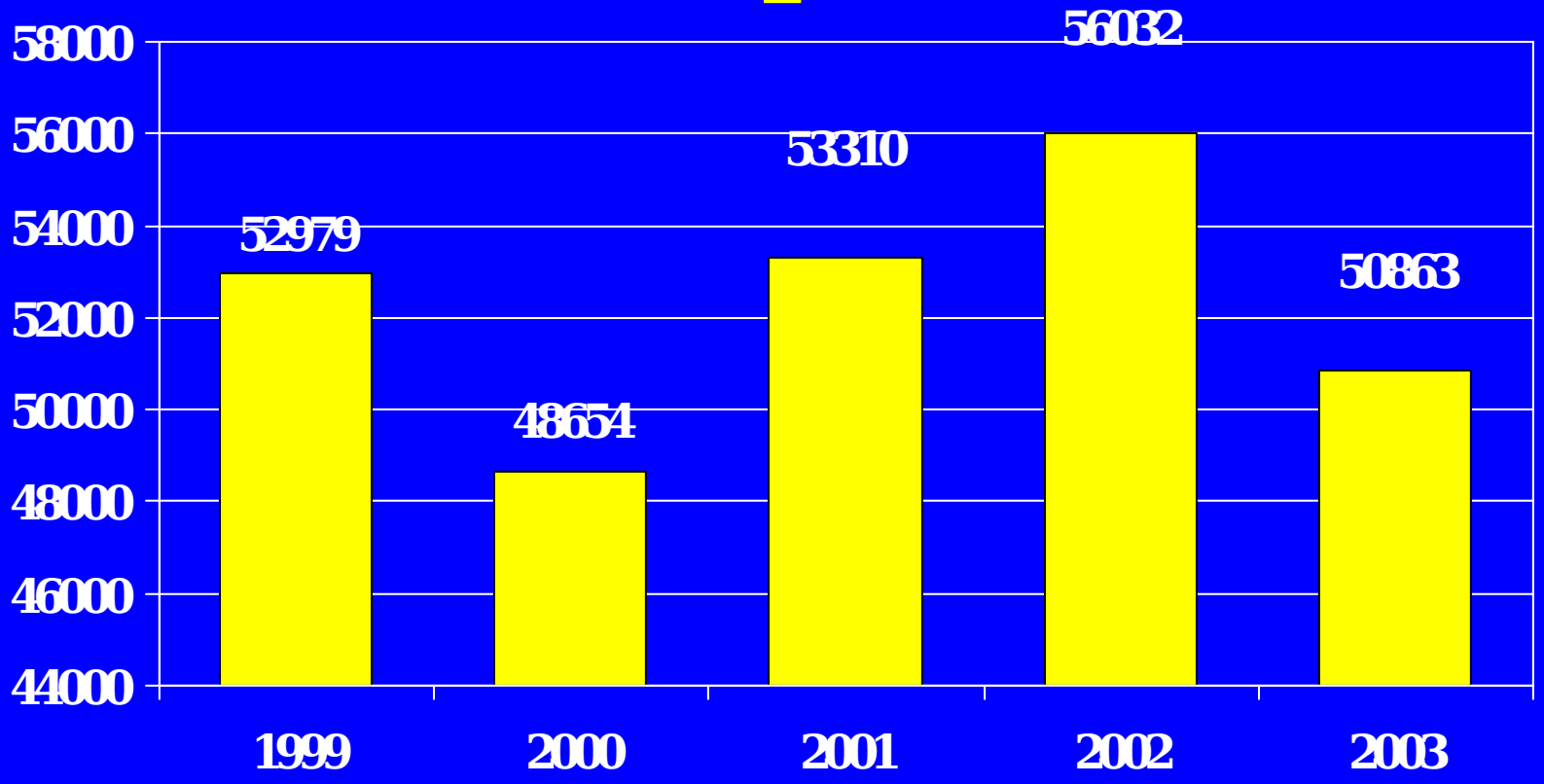
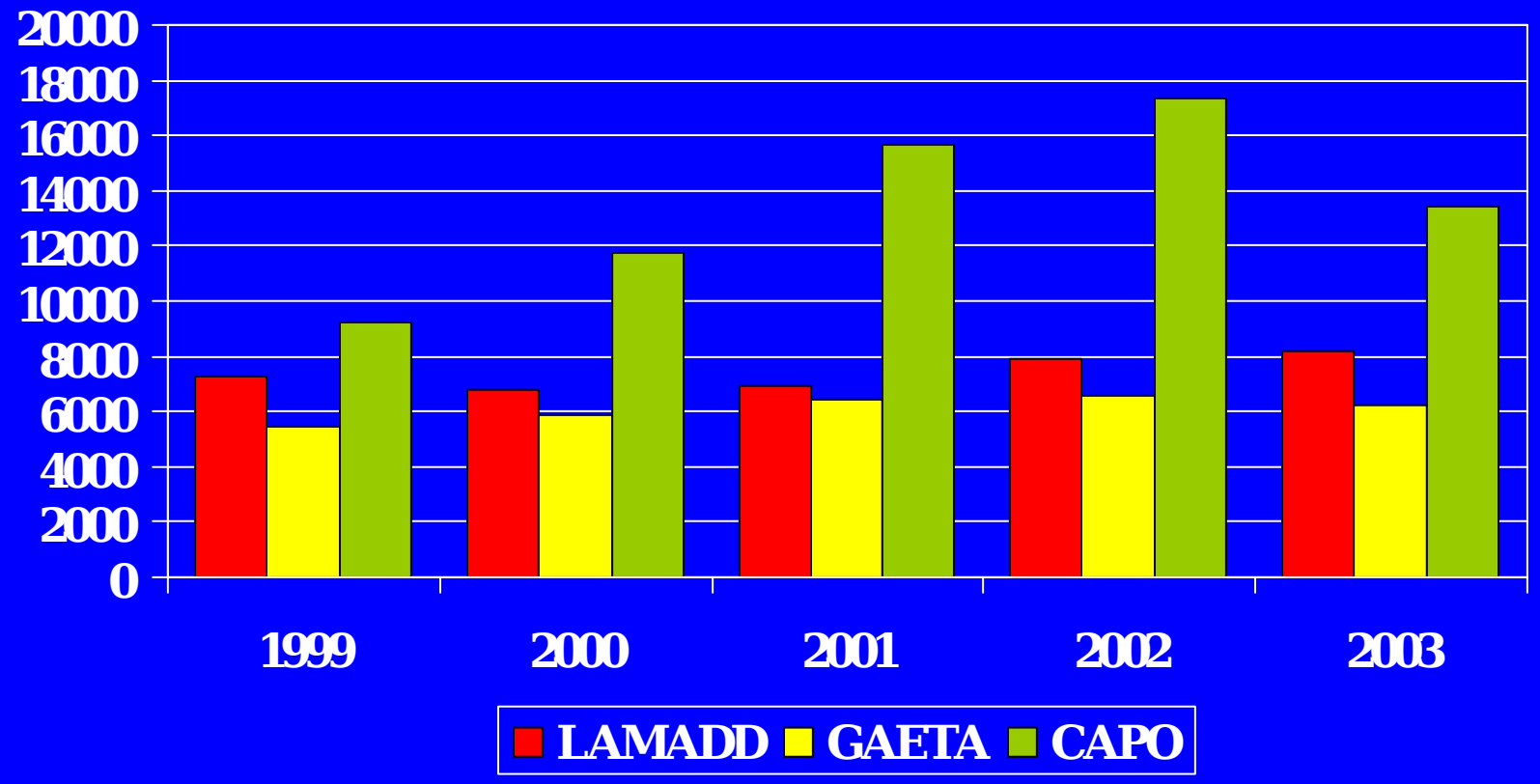
Outpatient Workload (Hospital)



Outpatient Workload (BRANCH MEDICAL CLINICS)



Patient Level Statistics

Top 10 Outpatient Diagnoses (ICD-9)

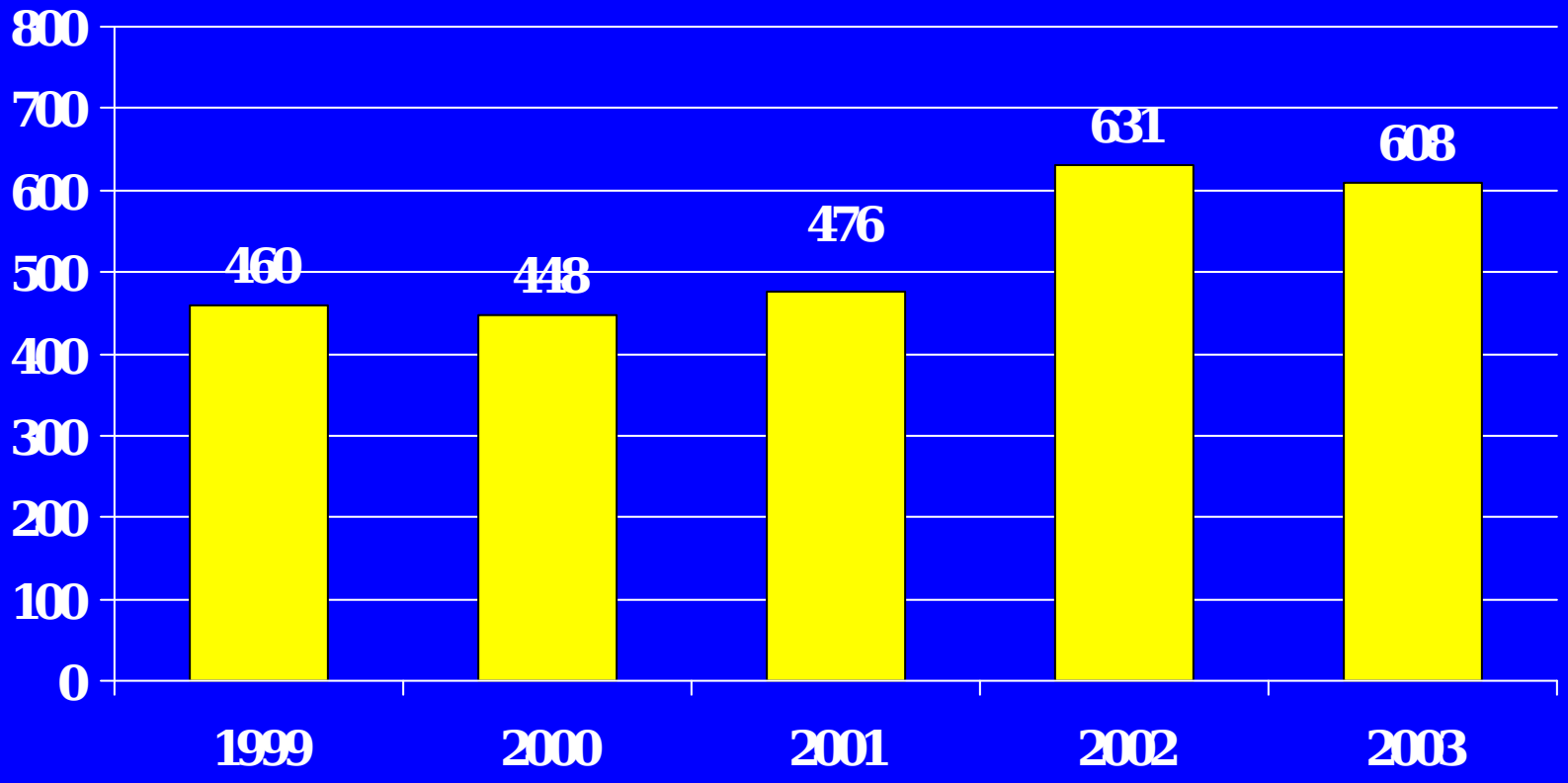
FY 02

- **Lumbosacral Sprains**
- **Benign Hypertension**
- **Developmental Delay NOS**
- **Acute URI NOS**
- **Chronic Rhinitis**
- **Hyperlipidemia NEC/NOS**
- **Old Disrupt Anterior Cruciate**
- **Unspecified Viral Infections**
- **Rotator Cuff Synd NOS**
- **Chondromalacia Patellae**

FY 03

- **Acute URI NOS**
- **Essential Hypertension, unspecified**
- **Allergic Rhinitis NOS**
- **Hyperlipidemia NEC/NOS**
- **Developmental language disability**
- **Backache NOS**
- **Lumbosacral sprains**
- **Cervicalgia**
- **Chondromalacia Patellae**
- **Unspecified viral infections**

Ambulatory Procedures (APVs)



Patient Level Statistics

Top 5 Ambulatory Procedure Visits

FY 02

-Colonscopy

-Upper GI endoscopy

-Incisional biopsy of breast

-Repair of inguinal hernia

-Biopsy of skin tissue

FY 03

-Colonoscopy

-Upper GI endoscopy

-Arthroscopy of knee

-Incisional biopsy of breast

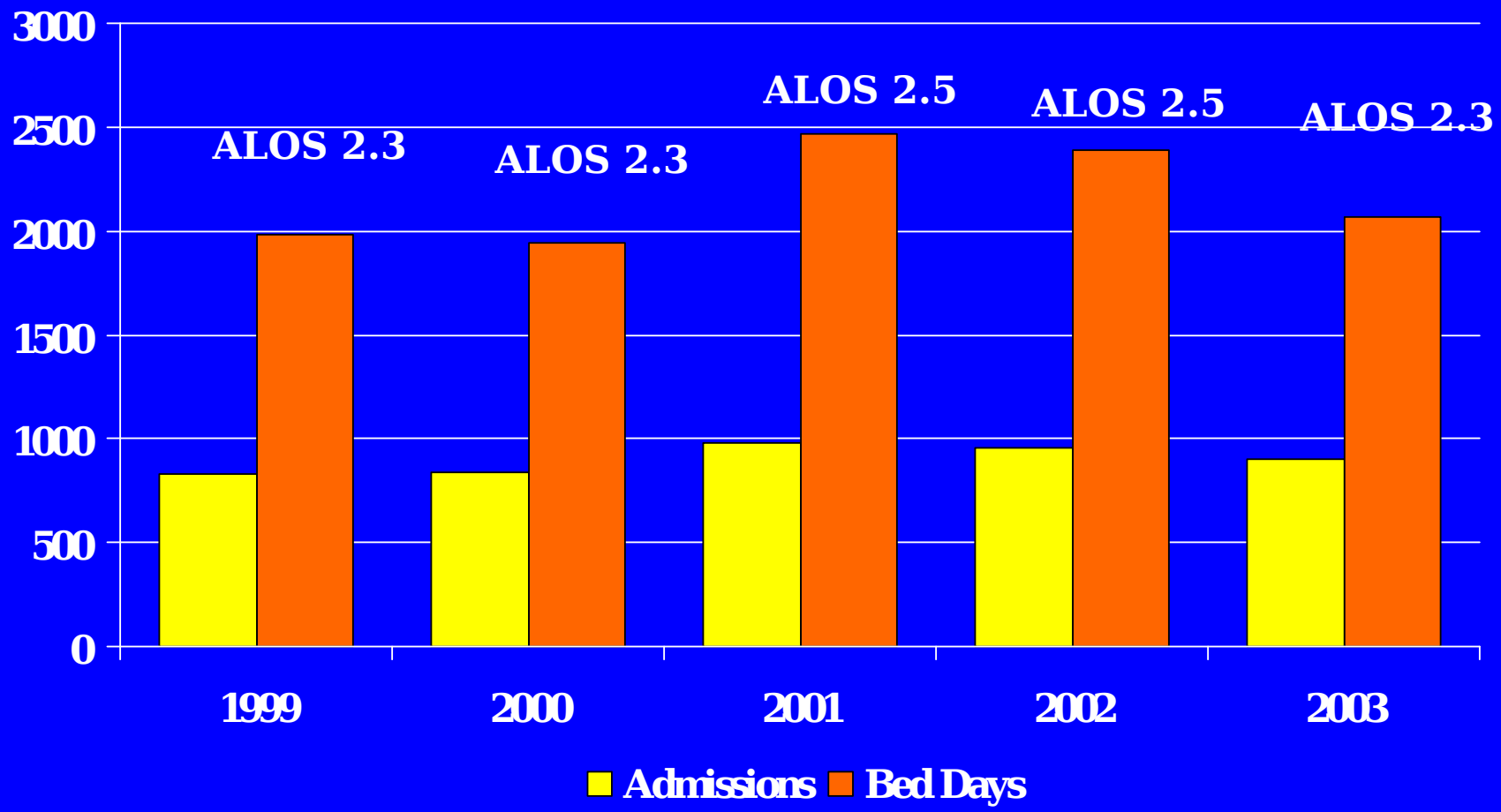
-Repair of inguinal hernia

Capacity

Beds	Quantity
Active Beds – Multi-Service Unit	
Active Beds – Labor Deck	8
Ambulatory Procedure Unit	5
Recovery Beds	4

Inpatient Admissions/Bed Days

Average per year = 900 Admissions

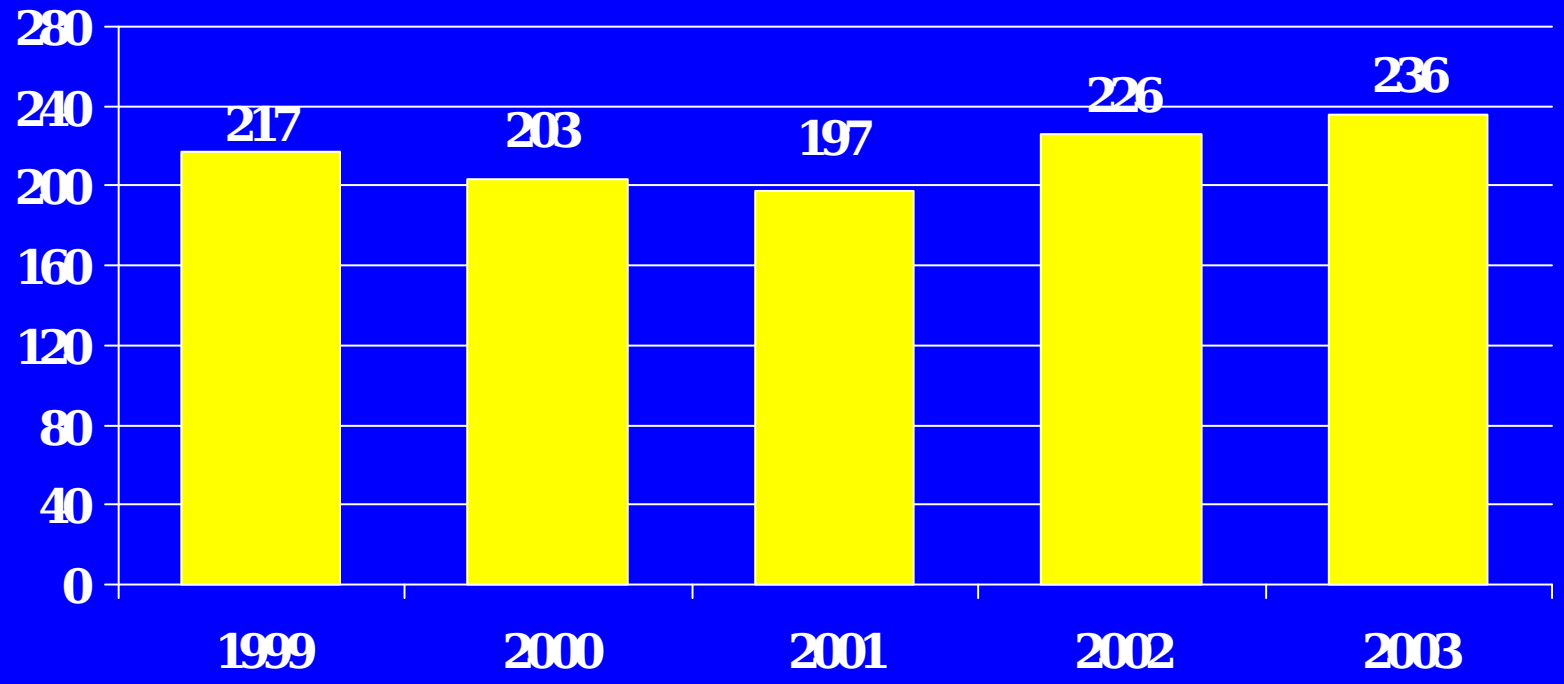


Patient Level Statistics

Year	Top 5 Inpatient Admissions (DRGs)
FY 02	- Newborns (204) - Deliveries w/o C-Section (160) - C-Section Deliveries (44) - Acute Appendicitis (9) - Sprain, Cruciate Ligament Knee (8)
FY 03	- Normal Newborn (243) - Vaginal Delivery W/O CC (190) - C-Section Delivery (53) - Sprain, Cruciate Ligament Knee (10) - Noninfectious Gastroenteritis (10)

Live Births

Average per Year = 216 Birth



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Outbound MedEvacs

FY 02	FY 03
381	301
Alcohol Rehab (29) OB/GYN (17) Neurology (16) Urology (14) Neurosurgery (13)	Orthopedics (24) Neurology (20) Alcohol Rehab (19) OB/GYN (18) Urology (17)

Preferred Provider Network 2003

Facility	PPN Providers	Annual Referrals
USNH Naples, Italy	**32**	**882**
BMC La Maddalena	**17**	**662**
BMC Gaeta	**5**	**170**
Total	**54**	**1714**

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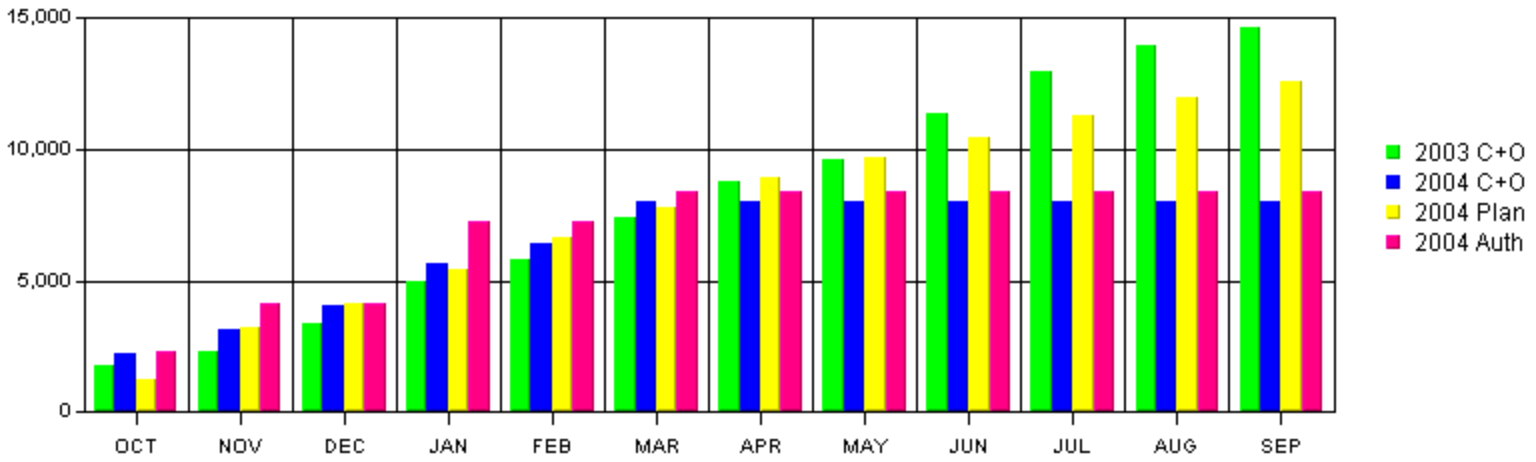
Select Activity

Overview - 0130 O & M, Defense Health Program

AG/SAG: Total AG/SAG

Activity: *660960 Naples NH

($ in thousands)



	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
2003 C+O	1,810	2,355	3,387	5,024	5,860	7,435	8,797	9,600	11,364	12,945	13,935	14,649
2004 C+O	2,267	3,138	4,103	5,641	6,439	8,035	8,035	8,035	8,035	8,035	8,035	8,035
2004 Plan	1,278	3,249	4,124	5,420	6,662	7,839	8,926	9,694	10,506	11,333	12,002	12,605
2004 Auth	2,287	4,124	4,124	7,237	7,237	8,389	8,389	8,389	8,389	8,389	8,389	8,389

Next

Trusted sites

Military Health System Measures for Success

- **Satisfaction with Telephone Access**
- **Satisfaction with Health Plan**
- **Individual Medical Readiness**

Satisfaction with Telephone Access

- **Tricare DoD patient satisfaction survey**
- **Local USNH patient satisfaction survey**

“How would you rate the clinic and its staff on ease of making an appointment by phone.”

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Question Text Search	Summaries Search	Report Units Search	Month of Su Search

Q1 - Main purpose of POV visit-6400
Q10a - Ease of making POV appt by phone-3777
Q10b - Access to POV medical care when nee

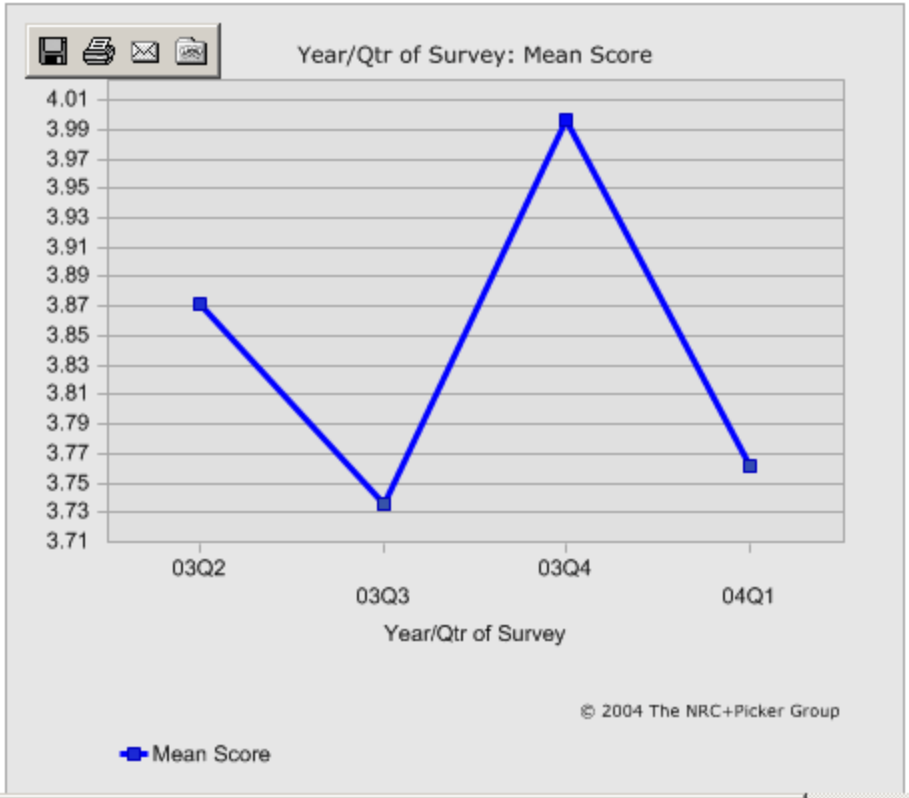
Ease of making an appointm by phone

Trend by Quarter

Filter by: Question Text=Q10a - Ease of making POV appt by phone-3777

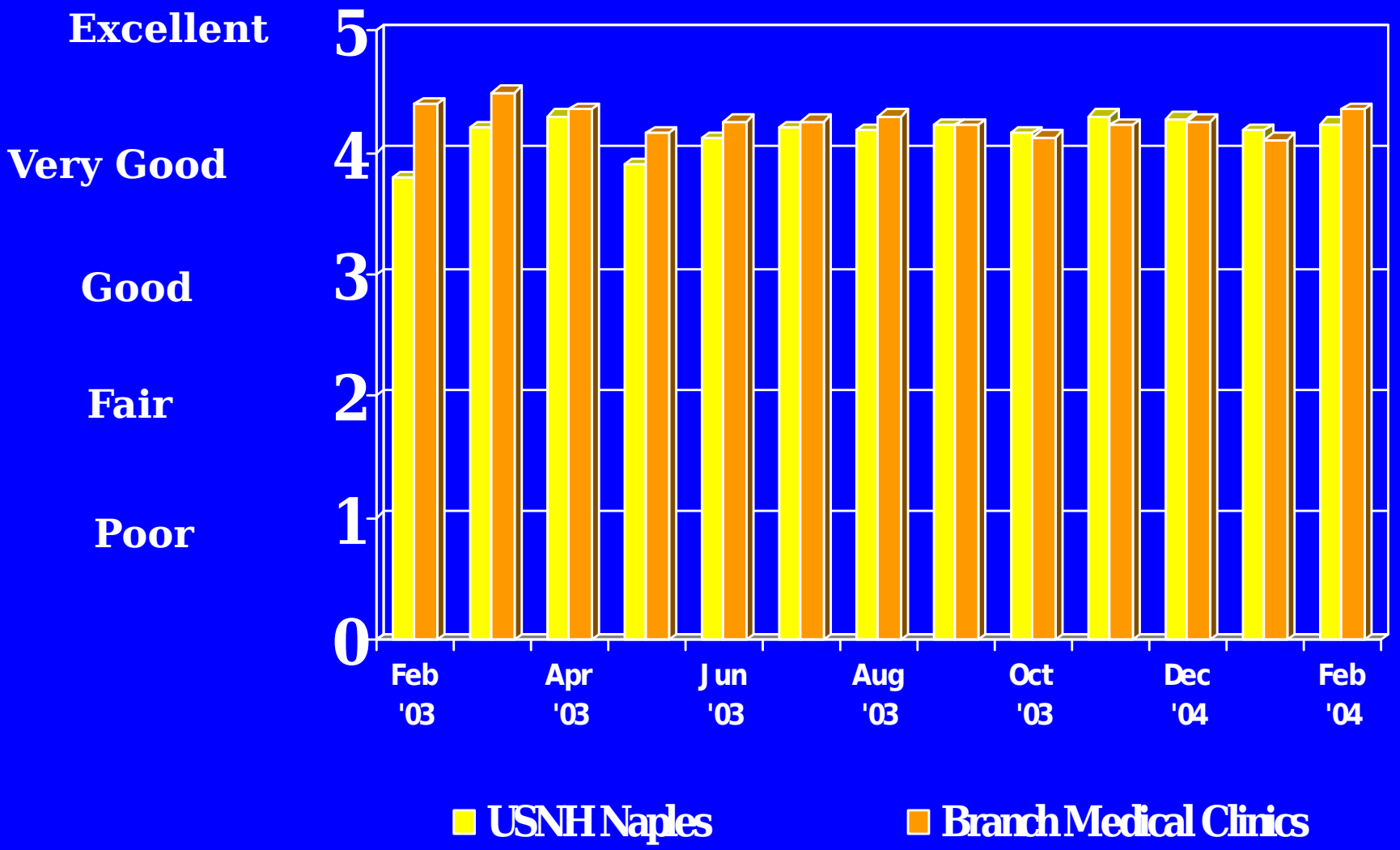
Year/Qtr of Survey='04Q1','03Q4','03Q3','03Q2'

Year/Qtr of Survey	Mean Score	n Size
03Q2	3.88	64
03Q3	3.74	73
03Q4	4.00	65
04Q1	3.76	17



Internet

Ease Of Making An Appointment By Phone
Local survey



Satisfaction with Health Plan

- **Tricare DoD patient satisfaction survey**
- **Local USNH patient satisfaction survey**

“How would you rate your health plan?”
“How would you rate your care?”

Overall Satisfaction With POV (outpatient visit) Care DoD survey

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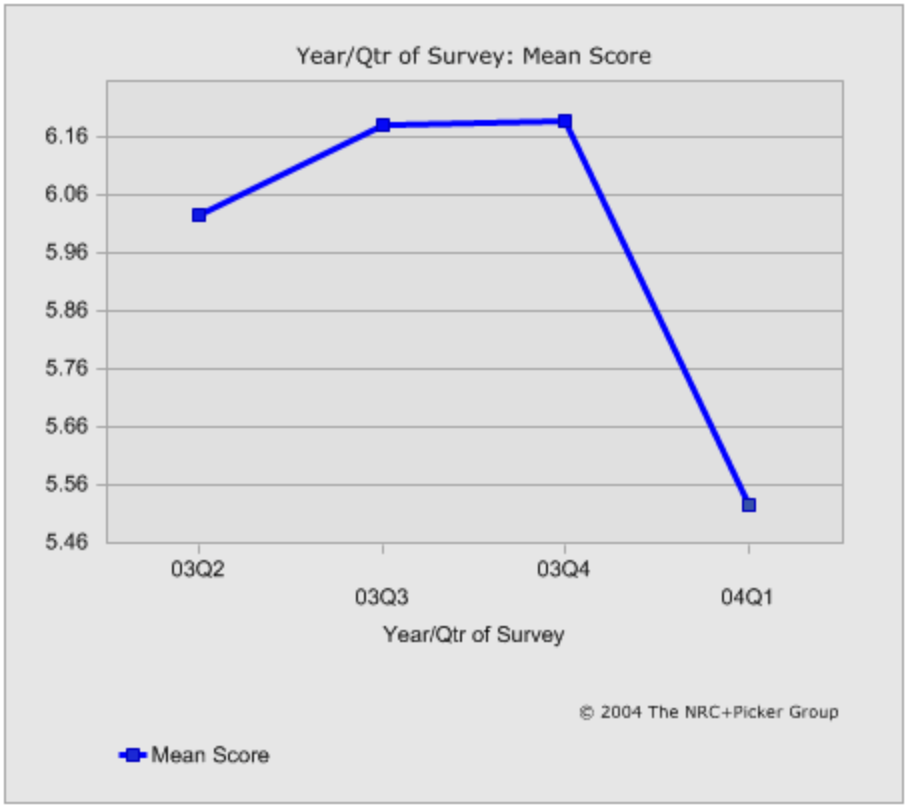
Q10a - Ease of making POV appt by phone-3777
Q10b - Access to POV medical care when needed-3778

Trend by Quarter

Filter by: Question Text=Q5 - Overall satisfaction with POV care-3772

Year/Qtr of Survey='04Q1','03Q4','03Q3','03Q2'

Year/Qtr of Survey	Mean Score	n Size
03Q2	6.02	83
03Q3	6.18	84
03Q4	6.18	76
04Q1	5.52	21



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Search

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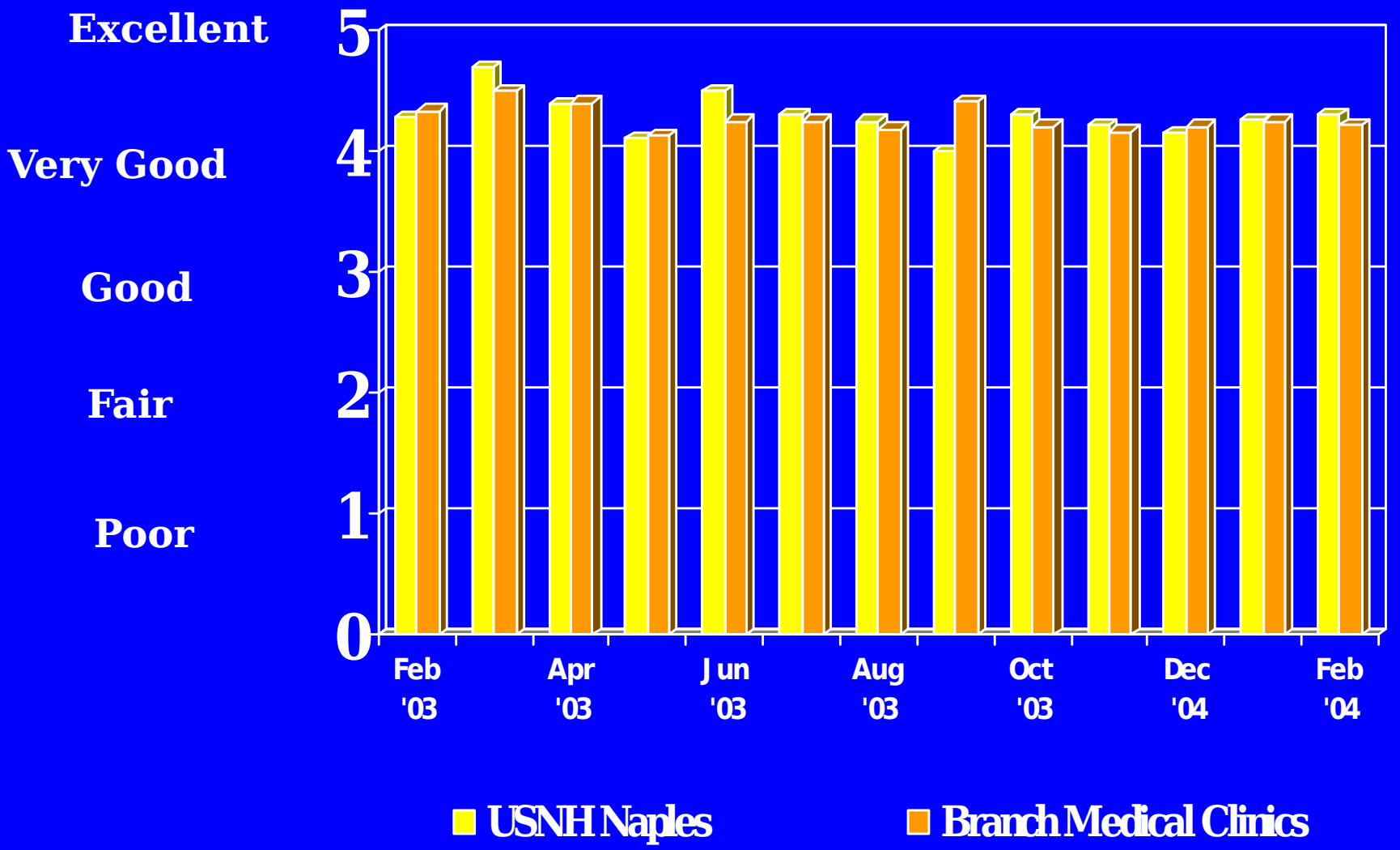
Quality of Care
Local survey



Individual Medical Readiness

- Six components of individual readiness:
  - Periodic health assessments
  - Deployment limiting conditions
  - Dental readiness
  - Immunization status
  - Readiness laboratory studies
  - Individual medical equipment

Individual Medical Readiness Data Sources

- **PHA – SAMS and EXCEL spreadsheet**
- **Dental Records**
- **SAMS**
- **CHCS**
- **DEERS**
- **USNH Contingency Department**
- **NSA Disaster Prep Department**

Preventive Health Assessment Process

Name: _____ Date: _____

You are directed to present this sheet in person with your medical record to each underlined department below in order to have your Readiness Status verified.
The completed sheet must be returned to the Health Promotions Department **No Later Than** the last working day of the month.
Failure to do so may result in loss of LEAVE, TAD, and/or Special Request Privileges and **potential failure of PRT**.
Date due: _____

HEALTH PROMOTIONS
PREVENTIVE HEALTH ASSESSMENT (PHA)
VERIFIED INITIALS_____

PRIMARY CARE MANAGER
5 YR PHYSICAL EXAM
VERIFIED INITIALS_____

IMMUNIZATIONS
- TYPHOID
- TETANUS
- YELLOW FEVER
- INFLUENZA

VERIFIED INITIALS_____

- HEP A___
- HEP B___
- PPD/DATE READ: _____

LABORATORY
- ABO/RH
- SICKLE CELL
- G6PD
- DNA
- HIV
- LIPID PROFILE

DENTAL
EXAM DATE: _____
DENTAL CLASS: _____
VERIFIED INITIALS: _____

MILITARY PERSONNEL DEPARTMENT
DEPENDENT CARE CERTIFICATE/DATE: _____
VERIFIED INITIALS: _____

CONTIGENCY DEPARTMENT
MOBILIZATION RECORD: _____
ID BADGES: _____
READINESS STATUS: _____
VERIFIED INITIALS: _____

HEALTH PROMOTIONS
PARFQ/SF 600 SIGNED: _____

PHA COMPLETED:_____

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Health Always

Crisis Response Teams

- **Primary Care Response Team (PCRT)**
  - **Disbanded April 2004**
- **Surgical Response Team (SRT)**
  - **10-person operational focus**
- **Mental Health Response Team (MHRT)**
  - **Former SPRINT**

Strategic Plan Annual Goals

Goal 1: Maximize Readiness.

Goal 2: Develop staff through continuous training and education.

Goal 3: Enhance Quality of Service.

Goal 4: Provide quality healthcare.

Goal 5: Employ sound business practices to drive command changes and improvements.

Process Improvement Achievements

- **Opened new hospital**
- **Implemented National Patient Safety Goals**
- **Strengthened relationships with PPN**
- **Deployed AEDs in community**
- **Family Centered Care**
- **Behavioral Health Integration Project**
- **Open Access scheduling in FP Clinic**
- **3rd Runner-up DoD OCONUS MTF Customer Service Award**

Other Achievements

- **Closure of old hospital**
- **Support of Operation Iraqi Freedom**
- **Upgrade Disaster Preparedness**
- **Surgical Response Team Realignment**
- **Web Based Life Cycle Management Data Base**
- **DITSCAP Certification**
- **FDA Certification of Mammography Suite**
- **Kiosks for TOL Registration and ICE Survey**

CHALLENGES

- **Cap on travel funding mid-year**
- **Italian labor laws limit staff realignment**
- **Limited unique specialists for local hire**
- **Provider coding skills deficiencies**
- **Realignment of funding for new hospital**
- **C-9 divestiture**
- **Administrative support of expanding PPN**
- **Monitoring quality of care in PPN**

Arrivederci

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